

# Signs someone may be unwell and what should I do?

# RESTORE2™

Recognise Early Soft Signs, Take Observations, Respond, Escalate

mini

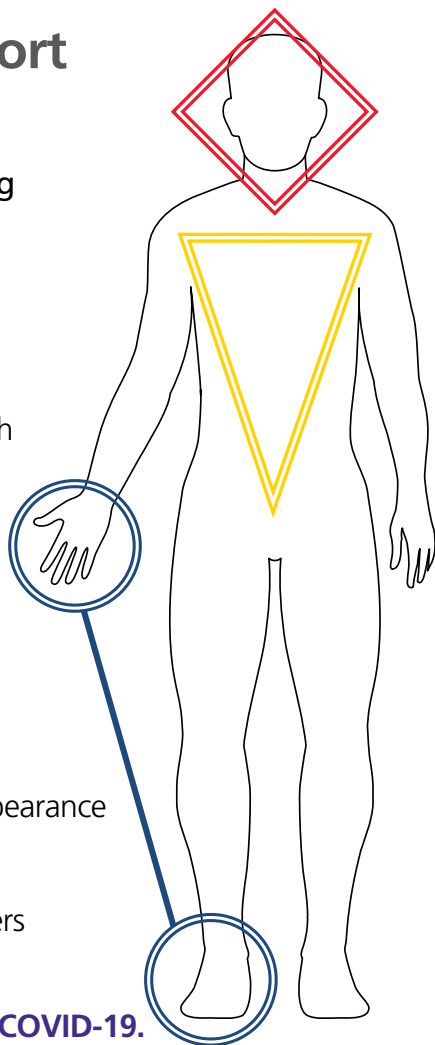
## Ask the person you support – how are you?

Does the person show any of the following 'soft signs' of deterioration?

- = Increasing **breathlessness**, chestiness or **cough/sputum**
- = Change in **usual drinking / diet habits**
- = A **shivery fever** – feel **hot or cold** to touch
- = Reduced mobility – '**off legs**' / less co-ordinated or **muscle pain**
- = New or increased confusion / agitation / anxiety / pain
- = Changes to usual level of **alertness / consciousness / sleeping** more or less
- = **Extreme tiredness** or **dizziness**
- = '**Can't pee**' or '**no pee**', change in pee appearance
- = **Diarrhoea, vomiting, dehydration**

Any **concerns** from the person / family or carers that the person is not as well as normal.

If purple signs are present, think possible COVID-19.



**If YES to one or more of these triggers – take action!**

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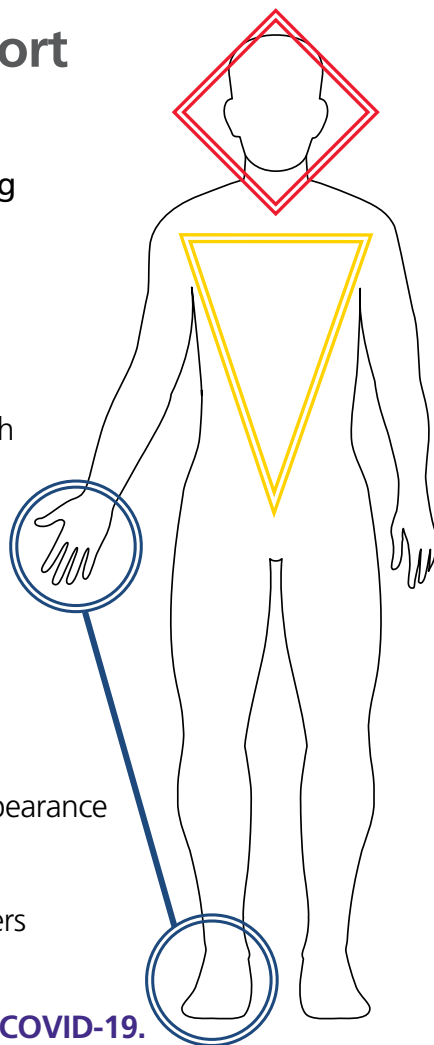
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# Get your message across

Person's name:

NHS No.

D.O.B.

**Raise the alert.** If you are a family carer or friend and are worried about the person you support talk to their nurse or GP. In an emergency you may need to call NHS 111 or 999. Support workers or home carers can also do this or consult a colleague or manager. **Try using the SBARD Structured Communication Tool** (below) to support reporting your concerns.

**S**

**Situation** e.g. what's happened? How are they?

**B**

**Background** e.g. what is their normal, how have they changed?

**A**

**Assessment** e.g. what have you observed / done?

**R**

**Recommendation**  
'I need you to...'

**D**

**Decision** what have you agreed?

Key prompts / decisions

Name of person  
completing:

Signature:

Today's date:

**If you are worried about the person, don't just think about it, seek advice.**